

Job Title:	Communications Bureau Administrator
Job Description Number:	1728
Department/Division:	Police/Communications
Exemption Status:	Exempt
Pay Grade:	113
Immediate Supervisor:	Police Captain
Normal Work Schedule:	Mon-Fri, 8 hours/day

Brief Description of the Job:

Manage the City of Greenville's E911 Public Safety Answering Point (PSAP) and dispatch center. Direct supervision of two second-level supervisors, who supervise the FBI/NCIC operations of the department and all Communications Specialist I. Provide direction, counsel, and coach to aid all supervisors in leading and developing their teams. Manage all functions and equipment in the Communications Center. Oversee the Training of all Communications employees. Maintain archives of documents initiated by Communications and the audio recordings of telephone and radio traffic for Police and Fire functions. Oversee the hiring of Communications employees to include recommending or not-recommending applicants to continue in the hiring process. Manage the False Alarm Billing process for police alarm responses.

Essential Functions:

Supervise, Counsel, Develop, and Evaluate Employees (40%): Review supervisors e-mails, reports, and documents for accuracy and completeness. Provide feedback to improve processes and functions. Run reports to check CAD data for accuracy. Provide feedback to supervisors and employees. Review documents for accuracy and completeness. Provide guidance and feedback to supervisors/employees seeking assistance or support for their actions/decisions. Assign employees for training as needed and offers training to those who want to develop themselves. Maintain records for evaluations. Prepare evaluations for two second-level supervisors. Approve evaluations for all twenty-seven other employees. Determine the staffing levels needed to manage the shifts or events. Review schedules and approves overtime needs. Review/approve timecards and records employees' attendance.

Manage the False Alarm Billing Process (40%): Enter/register all alarm locations in the City of Greenville. Process the daily alarm records and prepares billing for excessive false alarms. Review accounts (at the requests of alarm users) to determine if charges can be abated under the criteria as defined. Review accounts and send out delinquent notices. Access/review the account balances in the Financial System to apply payments to the false alarm accounts as needed. Prepare monthly reports to aid the Revenue Department in balancing the false alarm fees and registration accounts. Twice a month, prepare statistical reports and analysis for review in CompStat meetings. Work with the Revenue Department to maintain accurate and up-to-date accounts and to resolve contradictions in the record keeping.

Manage Communications Function (10%): Administer the E911 and Computer Aided Dispatch (CAD) systems to ensure operators are trained in all aspects. Maintain updates to the CAD system,

develop/implement new codes/functions. Upload/download changes to all computers. Review and initiate Standard Operating Procedures for Communications to maintain up-to-date methods and practices. Review hiring packets and background checks for Communications applicants. Make recommendations for hiring of applicants. Maintain relationships with other agencies to maintain awareness of the Public Safety needs in the Upstate. Run reports to provide data to Commanders, for CompStat reports, and to aid others in their duties. Ensure all equipment functions at optimum levels to facilitate the public safety needs of the citizens, officers, and firefighters. Supervise the SLED/NCIC functions, procedures, and documents in the Communications Center. Administer the Communicator process for the City of Greenville which acts as an emergency notification system.

Management of CALEA Process (10%): Compile documentation to support standards met by the agency for national accreditation status. Assist in the review, modification, and approval process of the department's General Orders. Research best practices and policies nationwide for relevancy in Greenville. Assign standards to departmental members and follow-up in the completion of standards.

Other duties and responsibilities as assigned.

Physical Demands

Overall Strength Demands: Sedentary strength demands include exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.

Physical Demands: Continuously requires fine dexterity and vision. Frequently requires sitting, hearing, and talking. Occasionally requires standing, walking, handling, pushing/pulling, and twisting. Rarely requires lifting, carrying, kneeling, crawling, bending, and crouching.

Machines, Tools, Equipment, and Work Aids: Telephone, fax machine, copier, scanner, calculator, forms, and pens.

Computer Equipment and Software: Personal computer/e-mail, Microsoft Office products, access to related databases in other departments, CryWolf Software for alarm billing, Audio Log Recording system/DVD's for storage, archival and reproduction, video recording system/DVD for reproduction, Printrak computer aided dispatch system, Datamaxx NCIC system, and MapIt.

Working Conditions

Overall Working Conditions: Good: Relatively free from unpleasant environmental conditions or hazards.

Environmental Factors: None.

Health and Safety: Rare exposure to electrical hazards.

Primary Work Location: Office Environment.

Protective Equipment Required: None.

Non-Physical Demands

Frequently requires time pressures, emergency situations, frequent change of tasks, performing multiple tasks simultaneously, working closely with others as part of a team, tedious or exacting work, noisy/distracting environment, and counseling and coaching employees. Occasionally requires irregular schedule/overtime.

Job Requirements

Formal Education: Bachelor's degree or equivalent in Business Management is required.

Experience: Over four years of experience as a Communications Specialist II is required.

Driver's License Required: Class D South Carolina license.

Certifications and Other Requirements: E911 Certification, SLED/NCIC Certification, APCO Basic Certification, Greenville Police Department Communications Certification, and Leadership and/or Supervisory Training.

Job Demands

Reading: Advanced Level: Ability to read, analyze, and interpret general business periodicals, professional journals, technical journals and procedures, financial reports, legal documents, and governmental regulations as well as literature, books, reviews, reports, and abstracts.

Math: Intermediate Level: Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement.

Writing: Intermediate Level: Ability to write reports, prepare business letters, summaries, meeting minutes, and emails using proper format, punctuation, spelling, and grammar, using all parts of speech.

Human Collaboration Skills: Recommendations regarding policy development and implementation are made and/or recommended. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction. Work has a moderate impact on the organization. External contacts include equipment vendors, South Carolina State Law Enforcement Division (SLED), Greenville County E911, Solicitors Office, defense attorneys, and law enforcement agencies. Internal contacts include Command Staff, Uniform Patrol, Accounting, Payroll, MIS, GIS, Human Resources, Finance, and the City Attorney's Office.

Management and Supervision: Work requires managing and monitoring work performance by directing subordinate supervisors, including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed. Complex scope of supervision. This position is responsible for supervising the positions of Assistant Communications Bureau Administrator and Communications Specialist III.

Technical Skill: Advance Skill: Work requires advanced skills and knowledge in approaches and system, which affect the designs and implementation of major programs and/or processes organization-wide.

Independent judgment and decision-making abilities are necessary to apply technical skills effectively. Comprehensive application: Consequences of work affect large groups as well as the customer-base at large.

Fiscal Responsibility: Position develops the budget for a division and/or multiple programs and projects. Has responsibility for recommending requests to the Department head. Recommends to department head execution of procurement documents, journal entries, and budget transfers.

Freedom to Act and Impact of Action

Receives Limited Direction: The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically. Significant impact of action: Considerable benefits or costs in time, money, or public/employee relations.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.